

**REDACTED VERSION
PURSUANT TO 35-A M.R.S.A. § 704(5)**

STATE OF MAINE
PUBLIC UTILITIES COMMISSION

Docket No. 2001-800

December 21, 2001

Appeal of Consumer Assistance
Division Decision 2001-10817
Regarding Central Maine Power
Company

ORDER ON APPEAL

WELCH, Chairman; NUGENT and DIAMOND, Commissioners

I. SUMMARY

In this Order, we uphold the November 8, 2001 decision of the Consumer Assistance Division (CAD) regarding **[customer's]** dispute with Central Maine Power Company (CMP).

II. BACKGROUND

The facts of this case are described in CAD's decision dated November 8, 2001, attached to this Order. As of the date of the decision, **[customer]** owed \$655.83 on her CMP account. She was enrolled in CMP's ELP Program on February 14, 2001. This program offered her the most favorable payment arrangement available. It required her to pay \$92.00 per month, with a monthly credit of \$61.00. On July 27, 2001, based on a review of usage, the monthly amount was lowered to \$77.00 per month for the period September through November. **[Customer]** made only one payment between February and November. After reviewing all the information available, the CAD determined that **[customer]** must pay the remaining balance of \$614.00.

On November 14, **[customer]** appealed CAD's decision. She claims that CAD relied on the wrong amount when considering her income, which is \$540.00 per month. She asks that she be able to pay the amount outstanding in a payment arrangement over time.

III. DECISION

After reviewing the record of this case, we can find no reason to change CAD's decision. The record shows that CAD correctly considered that **[customer's]** income was \$540. However, she has failed to keep the ELP arrangement, by making virtually no payments over eight months. CMP is not required by statute or rule to carry large balances for customers. Customers are obligated to comply with their arrangements and to pay current amounts and arrearages within a reasonable time. We direct CMP to contact **[customer]** about conducting a usage analysis to determine if there are ways she can reduce her bill. However, we will not investigate this matter further, and we uphold CAD's decision requiring **[customer]** to comply with her ELP arrangement by paying the outstanding amount.

Dated at Augusta, Maine, this 21st day of December, 2001.

BY ORDER OF THE COMMISSION

Dennis L. Keschl
Administrative Director

COMMISSIONERS VOTING FOR: Welch
Nugent
Diamond

NOTICE OF RIGHTS TO REVIEW OR APPEAL

5 M.R.S.A. § 9061 requires the Public Utilities Commission to give each party to an adjudicatory proceeding written notice of the party's rights to review or appeal of its decision made at the conclusion of the adjudicatory proceeding. The methods of review or appeal of PUC decisions at the conclusion of an adjudicatory proceeding are as follows:

1. Reconsideration of the Commission's Order may be requested under Section 1004 of the Commission's Rules of Practice and Procedure (65-407 C.M.R.110) within 20 days of the date of the Order by filing a petition with the Commission stating the grounds upon which reconsideration is sought.
2. Appeal of a final decision of the Commission may be taken to the Law Court by filing, within 30 days of the date of the Order, a Notice of Appeal with the Administrative Director of the Commission, pursuant to 35-A M.R.S.A. § 1320(1)-(4) and the Maine Rules of Appellate Procedure.
3. Additional court review of constitutional issues or issues involving the justness or reasonableness of rates may be had by the filing of an appeal with the Law Court, pursuant to 35-A M.R.S.A. § 1320(5).

Note: The attachment of this Notice to a document does not indicate the Commission's view that the particular document may be subject to review or appeal. Similarly, the failure of the Commission to attach a copy of this Notice to a document does not indicate the Commission's view that the document is not subject to review or appeal.